imation

earthwise™

remanufactured toner cartridge

user guide

complete the cycle!
For information on how to recycle your Earthwise toner cartridge please visit www.imation.com/toner

Congratulations on purchasing this Earthwise™ remanufactured toner cartridge by Imation. This high-performance product was made at a lower cost with less waste than one-time-use cartridges—and that is good for the environment! Because this is a remanufactured product, the outside plastic container may have scratches or scuffs.

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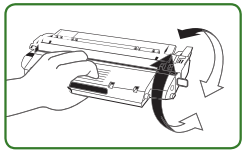
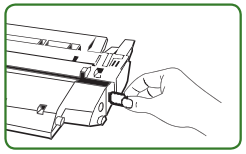
installation guide

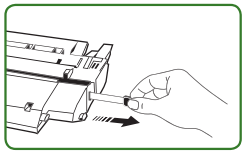
1. Turn **OFF** the printer/copier/fax machine, open the cover and remove the used cartridge.



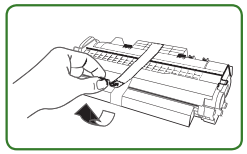
2. **Shake the new Earthwise™ cartridge** 5 to 6 times while horizontally level to ensure the powder inside is loose and even.



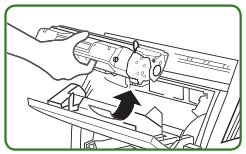
3. **Grasp** the cartridge sealing tape.



4. **Pull**
Please note that the toner powder may appear as the seal is removed from the cartridge, this is normal.



5. **Remove** shutter tape.



6. **Insert** the new cartridge into the printer. Close the machine cover and turn **ON** the printer/fax machine.

7. If an error message appears on the control panel, please turn the printer off for 2 minutes and restart the machine.

8. It is recommended to print at least 20 copies first to achieve the best print quality.

storage & safety information

storage

Do not expose the toner cartridge to direct sunlight or to extreme environmental conditions.

Suggested storage temperature -4°F to 104°F (-20°C to 40°C)

safety

Keep the cartridge out of reach of children. Discard plastic wrapping and bags as soon as the cartridge is installed. The bag may be a hazard to children and may cause suffocation.

DO NOT attempt in any way to disassemble the toner cartridge. The custom parts/components can not be replaced or repaired by an end user. Please consult your supplier if a malfunction occurs.

first aid

SKIN
1. Rinse skin with water.
2. Consult doctor for treatment advice immediately if irritation occurs.

EYES
1. Remove contact lenses if applicable.
2. Rinse your eyes with water up to 10 minutes.
3. Consult doctor for medical treatment advice immediately, if irritation occurs.

SWALLOWED
1. Go to hospital for immediate medical treatment advice.

troubleshooting guide

This troubleshooting guide helps you diagnose common laser toner cartridge problems on color laser printer and monochrome laser printers. If you have any of these problems, please try to use the methods here to fix them.

initial checking

Check the toner cartridge's **compatibility** for your printer.

Make sure the cartridge **sealing tape** is removed.

Check the cartridge is installed and placed in the **correct position** inside the printer/ copier/ fax machine. If the cartridge is not positioned correctly the device may not see the cartridge and will not work.

Make sure there is no **paper jam** inside the printer/ copier/ fax machine.

Clean the inside of the printer/ copier/ fax machine.

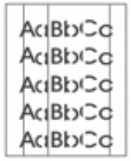
Make sure the correct paper type and quality **match** with the printer paper setting.

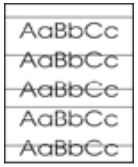
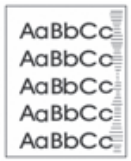
Check the driver/printer **settings**, the Toner Saving or Economic mode is off.

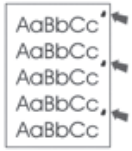
Calibrate the printer and cartridge when new cartridge is installed.

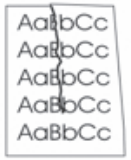
Use the following table to find the specific solution best describing your problem if the initial checking list cannot correct your problem.

problem	possible cause	solution
Cartridge does not fit into printer		
	1. Incorrect cartridge used. 2. Drum shutter protective tape not removed. 3. Cartridge damaged.	1. Order another cartridge that is compatible with your printer. 2. Remove the shutter protective tape usually located at the bottom side of the cartridge. 3. Please contact our product support through the web at **www.imation.com** anytime.
Error code or light displayed on the printer		
	Depends on error code or flashing signal. Example: "10.10.00 Supplies Memory Error" showing on message Panel.	1. Check the printer user manual if this is a printer problem or cartridge problem. 2. Please contact our product support through the web at **www.imation.com** anytime. 3. Error of the cartridge chip or cartridge chip missing. Replace the cartridge.
Full Color Print (Black, Cyan, Magenta, or Yellow)		
	1. Print data error from computer. 2. The cartridge may be defective.	1. Print a Configuration Page from printer panel. If the print is normal then check the cable connecting the printer and the computer. 2. Replace the cartridge.
Blank Print		
	1. Sealing tape not pulled of new installed cartridge. 2. Multiple sheets fed from paper tray while printing 1 page. 3. Print data error from computer. 4. The cartridge may be defective.	1. Print a Configuration Page from printer panel. If the print is normal then check the cable connecting the printer and the computer. 2. Replace the cartridge.

problem	possible cause	solution
Partial Light Print		
	1. Cartridge is not placed in exact designated position. 2. Toner level in the cartridge may be low. 3. The paper may be moist or rough.	1. Take out and push the cartridge fully into the printer. 2. Take out the cartridge and shake from side to side and see if it improves. 3. Check the printer if it shows toner low signal in the panel. Replace with a new cartridge when low. 4. Try using different type of paper.
Entire Page Light Print		
	1. Cartridge is not placed in exact designated position. 2. Toner density setting of the printer is low. 3. The paper may be moist or rough. 4. Toner level in the cartridge may be low.	1. Take out and push the cartridge fully into the printer. 2. Increase the toner density setting of the printer according to the printer user manual instruction. 3. Try using different type of paper. 4. Take out the cartridge and shake from side to side and see if it improves. 5. Check the printer if it shows toner low signal in the panel. Replace with a new cartridge when low.
Vertical Line Deletion or Streaks		
	1. Blockage in the cartridge. 2. The paper path may be contaminated with toner. 3. The printer fuser unit may be at the end of its life. 4. The printer laser scanner unit may be defective. 5. The cartridge may be defective.	1. Remove the cartridge, shake it from side to side and put it back to run few more pages. 2. Clean inside of the printer and run several cleaning pages. 3. Order and replace a new printer fuser unit. 4. Ask for a service repair of the printer. 5. Replace the defective cartridge.

problem	possible cause	solution
Horizontal Line or Streaks		
	Cartridge is not placing in exact designated position.	1. Take out and push the cartridge fully into the printer.
Tire Tracks		
	1. The paper path may be contaminated with toner. 2. The printer fuser unit may be defective. 3. Cartridge exceeded its rated life cycle. 4. The printer transfer roller may be defective.	1. Clean inside of the printer and run several cleaning pages. 2. Replace with a new printer fuser unit. 3. Replace a new cartridge. Avoid frequent printing with low page coverage. 4. Ask for a service repair of the printer.
Specks		
	1. The paper path may be contaminated with toner. 2. The paper used may not be suitable. 3. The cartridge may be leaking. 4. The cartridge may be defective.	1. Clean inside of the printer and run several cleaning pages. 2. Replace the paper with fresh dry paper. 3. Remove the cartridge and try to wipe the spilled toner. If it keeps leaking, replace a new cartridge. 4. Replace the defective cartridge.
Blur Print		
	1. The paper type using may not be suitable. 2. The paper may be moist. 3. Reuse of one side printed paper. 4. The cartridge may be defective.	1. Replace the paper that meets the printer manufacturer's specification. 2. Replace the paper with fresh dry paper. 3. Use fresh paper for better print quality. 4. Replace the defective cartridge.

problem	possible cause	solution
Random Spots or Deletion		
	1. The paper type using may not be suitable. 2. The paper may be moist. 3. The cartridge may be defective or end of its life.	1. Replace the paper that meets the printer manufacturer's specification. 2. Replace the paper with fresh dry paper. 3. Replace the cartridge.
Partially Fused Image		
	1. Heavy or rough paper type used. 2. The paper may be moist. 3. The printer may be located in an extreme temperature or humidity environment. 4. The fuser may be defective.	1. Change the paper setting in the printer panel or the driver in the computer. 2. Replace the paper with fresh dry paper. 3. Refer to the printer manual for the suitable working environment of the printer. 4. Replace with a new printer fuser unit.
Recurring Marks, Spots, Lines, or Voids		
	Either cartridge, transfer roller or the fuser is defective.	1. Print a few more pages to see if the problem corrects. 2. Try another cartridge and check if the problem persists. 3. If step 2 cannot resolve, replace the fuser and transfer roller. 4. Ask for a service repair of the printer.
Color Background		
	1. Reuse of one side printed paper. 2. The paper type using may not be suitable. 3. Printer density setting incorrect. 4. The printer may be located in an extreme temperature or humidity environment. 5. The cartridge may be defective or end of its life.	1. Use fresh paper for better print quality. 2. Replace the paper that meets the printer manufacturer's specification. 3. Adjust the density setting of the printer. 4. Refer to the printer manual for the suitable working environment of the printer. 5. Replace the cartridge.

problem	possible cause	solution
Dark Image Repetition		
	The printer may be located in an extreme temperature or humidity environment.	1. Refer to the printer manual for the suitable working environment of the printer. 2. Adjust the software application to rotate the whole page 180° to print the lighter image first.
Light Image Repetition		
	The printer may be located in an extreme temperature or humidity environment.	1. Refer to the printer manual for the suitable working environment of the printer. 2. Adjust the software application to rotate the whole page 180° to print the lighter image first.
Page Skew		
	Paper tray guide not adjusted correctly.	1. Adjust the paper guide in the paper tray according to the suitable paper size.
Wrinkle Print		
	1. The paper is not loaded correctly in the appropriate tray. 2. The paper may be in poor condition. 3. The paper may be moist. 4. The fuser may be at the end of its life.	1. Check the paper is loaded correctly in the appropriate tray. 2. Replace the paper. 3. Replace the paper with fresh dry paper. 4. Replace with a new printer fuser unit.

limited **warranty**

Imation warrants that our Earthwise™ remanufactured toner cartridges will be free from defects in both material and workmanship for a period of 12 months from the date of purchase when stored and used under normal conditions. If the product fails during the warranty period, the product will be repaired or replaced at Imation's option. This cartridge is warranted not to damage a printer, copier or fax when stored, installed and used in accordance with instructions and under normal conditions.

This warranty is provided only to the original retail purchaser and is not transferable. Proof of purchase is required to obtain warranty service. Imation will not be liable for any indirect, incidental or consequential damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights – you may have other rights that vary from country to country.

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For technical support contact Imation at www.imation.com/support

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